



# **Syracuse VA Voluntary Service FY 2010 Report**

**Oct 1 2009 thru Sept 30 2010**

**A. Program Workload, Developments, and Trends:****1. Donations and Gifts:**

<b>Fiscal year:</b>	<b><u>2006</u></b>	<b><u>2007</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>
Monetary	\$36,048.56	\$603,544.67	\$41,147.96	\$48,006.20	\$71,506.73
Non-monetary	\$232,360.34	\$341,382.10	\$378,320.52	\$292,116.97	\$354,321.75
<b>Grand Total:</b>	<b>\$268,408.90</b>	<b>*\$944,926.77</b>	<b>\$419,468.48</b>	<b>\$340,123.17</b>	<b>\$425,828.48</b>

\*Reflects a bequeathed donation of \$500,000.

**Total RS Volunteers, RS Volunteers hours, All volunteer hours:**

<b>Fiscal year:</b>	<b><u>2006</u></b>	<b><u>2007</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>
RS Volunteers	1,147	1,440	1,518	1240	1144
Student Volunteers	167	253	243	180	167
Retention /Turnover	70%/30%	74%/26%	76%/24%	62%/38%	67%/33%

Occasional hours	5,171	1,463	2,247	3000	2339
RS Volunteers hours	89,147	94,554	77,279	73,965	90,173
Adjusted hours		1,256	764	5,667	na
<b>Total hours</b>	<b>94,318</b>	<b>97,273</b>	<b>80,290</b>	<b>82,632</b>	<b>92,512</b>

*Please see graphs Starting on page 5*

**2. Assessment of VAVS Program:****a) Manpower, Donated Goods and Services, and Donated Funds****Significant volunteer Trends and impact include:**

**Manpower** – Our number of RS volunteers continues to slide from our high of 1518 in 2008. For FY '10 1144 registered RS volunteers were on the books. While this is a significant drop, the **total number of hours actually rose by 10,000**. So each volunteer FTEE actually accounted for more hours of work provided.

**Donated goods and services** – FY '10 saw a significant rise in this type of donation (about a **20% increase** from '09).

**Donated Funds** – Total monetary donations also rose- increasing by an astounding **50%!**

b) **Community Involvement**

The Volunteer Program is an active participant in our station's SEPM programs and is actively involved with providing support and outreach in our catchment area. Several organizations, corporations, and groups interface with us throughout the year.

An example is Fab Nine Inc., a group of local folks who do charitable activities, who we partnered with this year for a 5k walk/run. The event raised funds for our OEF/OIF program and brought awareness through great Media coverage of Veteran's health issues.

c) **Volunteer Demographics**

Syracuse VAVS continues to actively seek diversity in our Volunteers. Young, old, middle aged, folks from all ethnicities and races are welcomed to participate. The graph on page visually demonstrates the spectrum of ages involved with our program.

d) **Program Support** - (some of the areas supported and what kind of support)

**MOVE Program** - volunteers, buttons, food, and facility

**Recreation** - activity funds, volunteers, food, programming support

**Nursing** - volunteer support, supplies for chemo patient, escorts for patients

**ER** - escort volunteer for patients and lab runs, food and clothing for patients

**Fiscal and Payroll** - clerical support volunteers

**Prosthetics** - clerical support volunteers

**FMS** - grounds keeper support

**VCS** - food service volunteers, greeter and retail store volunteers

3. **Assessment of VAVS Committee:**

a) Our **VAVS Executive Committee** has experienced some changes due to folks passing on, moving, and changing reps or deps of Service Organization. The VAVS Manager has asked the committee to reevaluate its charter and to reflect on the role its various sub committees need to play (fundraising, PR, recreation, recognition...).

b) The **VAVS Committee** as a whole has continued to enthusiastically support the Medical Center's mission. Volunteers, items, services, and funding continues to be provided in sufficient quantities to help us maintain programming and assistance for enrolled Veterans.

c) **Special areas of assistance** include:

Community Care Center- lunches and recreational programming

Community Living Center- multitude of activities including Holiday programming,

Special Meals, Quarterly Memorial Services, Community reentries

Satellite Television programming

WI-FI services in the patient Media Center and Cafeteria

4. **Key Impact Measure for 2010:**

# Paid Staff	# of Volunteers	# of Vol Hours	FTEE Equivalent	Cost Avoidance- (Hourly Staff wage x Vol Hrs)	Paid Staff Salary Expense per/yr.	Total Resource Invested (Vol Value + Paid Staff)	# of Veterans assisted per year (vol only)	vol resource expended per patient contact
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## Patient Transport (escort)

0	32	7185	3.454327	\$89,812.50	\$0.00	<b>\$89,812.50</b>	41040	\$2.19
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## DAV VTN

10	172	43,616	20.96923	\$826,959.36	\$394,368.00	<b>\$1,221,327.36</b>	20336	\$40.66
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## Appt Reminder Calls

8	110	485	0.233173	\$7,488.40	\$256,921.60	<b>\$264,410.00</b>	3600	\$2.08
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**B. Program Management:**

- a) **Leadership.** Voluntary Service Manager and two Voluntary Service Specialist. All have continued to develop their professional development through various trainings, conferences, and educational opportunities.
- b) **Customer Service Initiatives.** VAVS supports Patient Satisfaction through almost all of our activities. VAVS Manager is co-leader of our Patient Centered Care Committee, and interfaces with our Planetree initiatives.
- c) We continue to be a **Volunteer Caregiver Respite Program** pilot site. This includes a FTEE position Voluntary Service Specialist.

SUBMITTED BY:

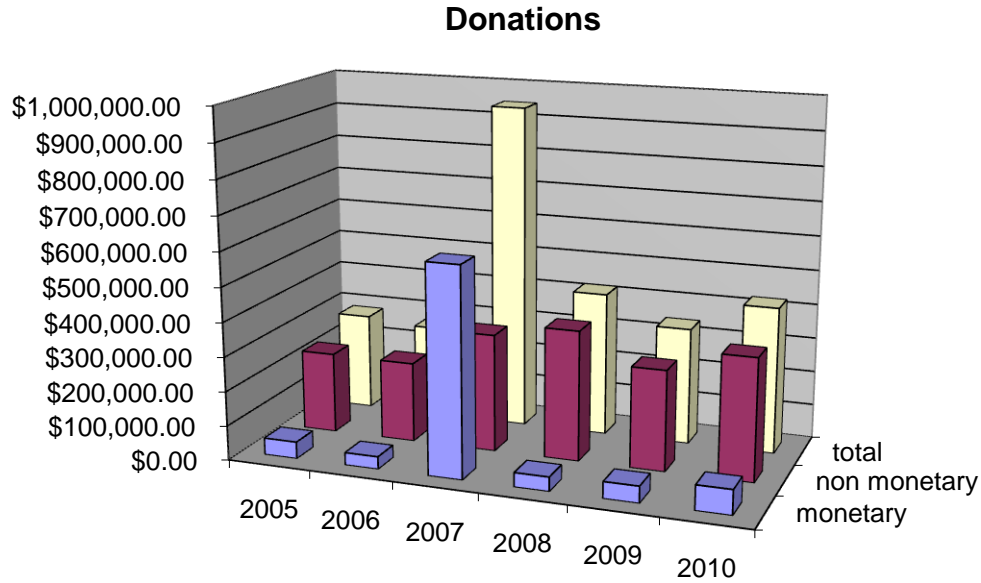
ROBERT HAWES  
Voluntary Service Manager

SHERI VALLE  
Voluntary Services Specialist

WILLIAM BRYANT  
Voluntary Services Specialist

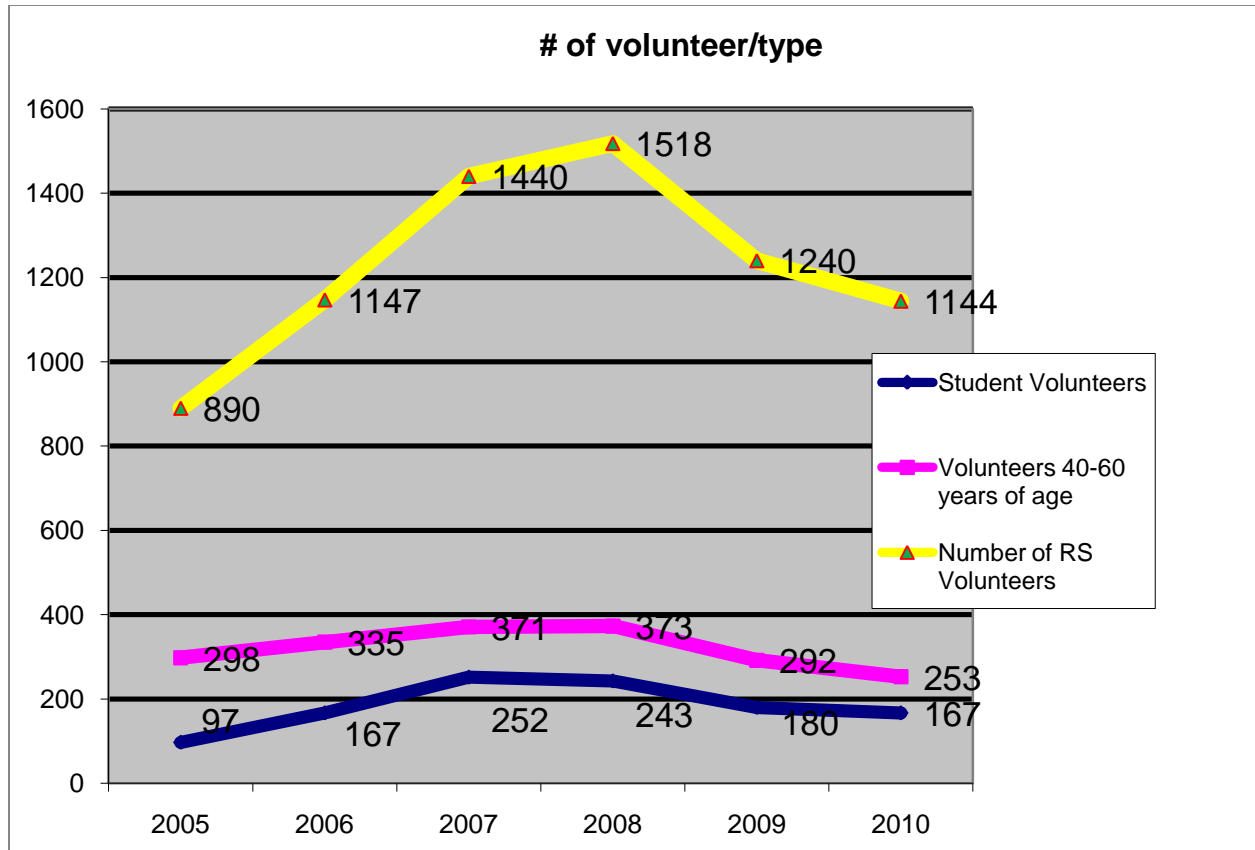
JAMES CODY, FACHE  
Medical Center Director

DAVID J. WEST, FACHE  
Interim Network Director

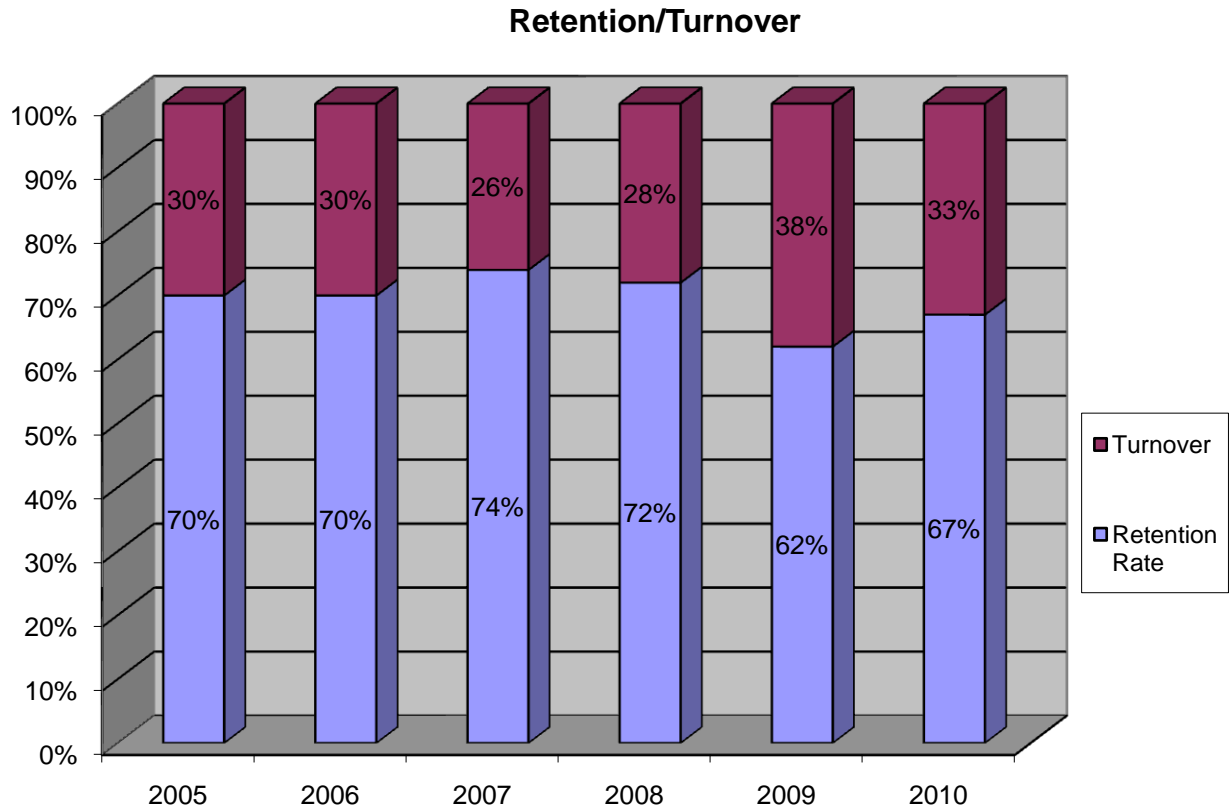


	2005	2006	2007	2008	2009	2010
monetary	\$48,650.60	\$36,048.56	\$603,544.67	\$41,147.96	\$48,006.20	\$71,506.73
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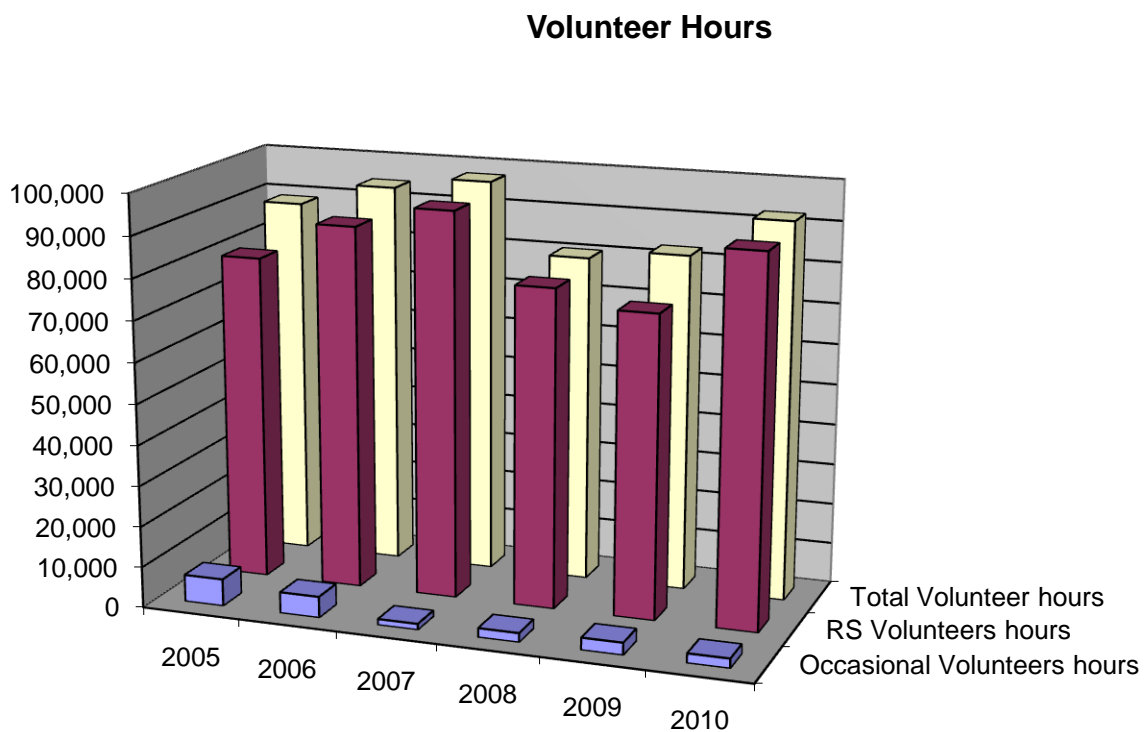
**This graph represents a six year depiction of our donations.**



**The Line graph above shows our number of volunteers over the past 6 years. Additionally the bottom two graphs shows volunteer numbers for folks aged 40 to 60 and our student volunteers.**



**This Bar Graph shows our annual Turnover/Retention rate over the last six years.**

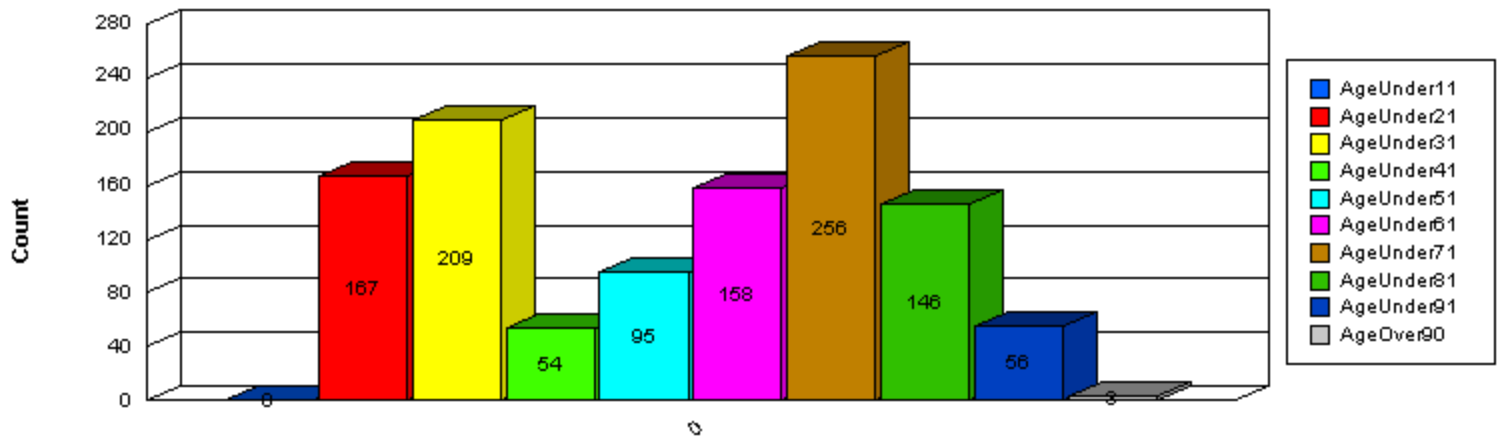


**A depiction of our Volunteer Hours over the last six years.**







## Syracuse VAMC Volunteers by Age

Age of RS Volunteers



**Presented at FY'10 VAVS Recognition Event**

<b>Syracuse VA Medical Center Community</b>			10023 <b>DATE:</b> 11/9/2009
PAY TO THE ORDER OF: <b>Syracuse VA Medical Center</b>		<b>\$ 3,149,000. 00</b>	
<b>Three Million One Hundred Forty Nine Thousand and 00/100 DOLLARS</b>			
	The Bank of Good Intentions Serving all who deposit with us!		
MEMO: _____			
			

**Facsimile Check**

**(The Impact VAVS has had on the Syracuse VAMC in FY 2010 Expressed as a dollar value)**

***donated FY GPF \$ + value of donated items and activities + (value of donated volunteer hour multiplied by # of volunteer hours)***

## Social Media And the VAVS Program

The screenshot shows a Windows Internet Explorer browser window displaying the Facebook page for the Syracuse VA Voluntary Service. The browser's address bar shows the URL: <http://www.facebook.com/?sk=2361831622#!/group.php?gid=54150249891>. The Facebook page header includes the "facebook" logo, a search bar, and navigation links for "Home", "Profile", and "Account".

The main content area of the Facebook page is titled "Syracuse VA Voluntary Service" and features a "Wall" tab. The wall contains several posts:

- A post by Robert Hawes titled "School Students support Vets with Blanket donation!" with a photo of students and a link to "Bellevue Middle School Academy Students Honor Veterans With Homemade Fleece Blankets | The Syracuse." The post is dated November 23 at 10:52am and includes a "Like" button.
- A post by Georgina Hegney titled "Everyone benefits from a project like this!! Thanks for sharing." dated November 23 at 6:07pm, which includes a "Like" button.
- A post by Robert Hawes titled "Lauren Love, OEF/OIF Program Manager, and James Cody, Medical Center Director, accept a donation of over \$3000 from members of the Fab Nine inc. for our OEF/OIF program." with a photo of the group.

The left sidebar of the Facebook page includes the "Voluntary Service" logo, a "Message All Members" link, and a "Write something about Syracuse VA Voluntary Service." text box. Below this is an "Information" section with details about the group's category, description, and privacy type. The right sidebar features a "Create an Ad" section with two advertisements: "View Your Class Profiles" and "\$50 off Your 1st Bonobos".

The bottom of the browser window shows the Windows taskbar with the "start" button and several open applications: "Inbox - Micro...", "Microsoft Exc...", "ANNUAL VS N...", and "Facebook | Sy...". The system clock in the bottom right corner indicates the time is 2:55 PM.

## **Other VAVS Media stories:**

### *Bellevue Middle School Academy Students Honor Veterans With Homemade Fleece Blankets*

Submitted by District News on Mon, 2010-11-22 10:09



The 6th grade girls in Mrs. Evans' homeroom class at Bellevue Middle School Academy were busy sewing fleece lap blankets for the Veterans' Hospital in honor of Veterans Day. Each student learned to use a sewing machine and pin the hems correctly. The service learning project started out to be quite a challenge for the girls but they quickly learned to sew the seams straight.

The class finished nine blankets, which they presented to William Bryant, representing the VA. The students were able to ask questions about veterans and the hospital and found out where their gifts will be used. Each blanket was also accompanied by a poem written by the students.



**The Post-Standard Editorial Board**

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While you're thinking about veterans today, please consider becoming a volunteer driver transporting ailing vets to the Veterans Administration medical center in Syracuse, so they can receive the care they need.

For more than 20 years — since Congress cut funding for the VA's Beneficiary Travel program — the Disabled American Veterans have stepped up with this volunteer service. Today, however, the DAV's roster of drivers is aging, so the Volunteer Transportation Network needs new recruits more than ever.

Without a free ride to the VA, veterans of modest means and who are too ill to drive themselves might have to skip appointments for the life-saving or life-enhancing care to which they are entitled. A free, friendly lift can make all the difference for a veteran living in the 13-county area served by the VA hospital.

If you are a safe driver with a valid license and insurance, why not call Bill Gleason at 425-6750 between 8 a.m. and 2 p.m. and find out more? You may not strike it rich as a VA volunteer driver, but as the DAV points out, there is another significant benefit: "The satisfaction of helping the nation's veterans in need."

## *Camillus race: Veterans run as a reminder of those who sacrifice*

Published: Monday, November 08, 2010, 6:42 AM      Updated: Monday, November 08, 2010, 7:49 AM



**Sean Kirst / The Post-Standard**

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Stephen D. Cannerelli / The Post-Standard Tom Scott is a U.S.

Army veteran who helped found the Wounded Warrior Race. Scott stands on the path along the Old Erie Canal near Bennett Road that is part of the 5-kilometer run.

Shawn Bergman, wearing a cap and T-shirt of Marine Corps green, went out Sunday and ran the first Wounded Warrior five-kilometer road race in Camillus. When he was done, he caught his breath and blended into the crowd, seemingly just one more runner on a crisp November day.

Yet in the same way as many veterans at the event, his presence was a gentle statement. Bergman, a deputy with the Onondaga County Sheriff's Office, is a gunnery sergeant in the Marine Corps reserve. As we approach another Veterans Day this Thursday, he is keenly aware of his place in a growing bloc of Americans.

Bergman, 38, is among the millions who have served in Iraq or Afghanistan, where the combined American death toll is creeping toward 6,000. For much of 2003, he was in Iraq as part of a Marine tank crew. The idea that it's been seven years since he was there points to another factor that compelled him to run: The sacrifice continues, especially in Afghanistan, even while national attention ebbs.

"We've been in it so long," Bergman said, "that people are maybe pretty numb to it."

Sunday's race was a quiet reminder of what's still at stake. The event was put together by a committee that included Tom Scott, an Army veteran whose FabNine Inc. — a nonprofit group created by some friends whose bond goes back to high school days at West Genesee High School — is dedicated to "improving the lives of people in our community."

Scott has been a runner since he was a teen. He kept going while he was stationed in Iraq for a tour that ended in 2009. With some imagination, he was able to carve a 10-mile course out of roads and paths on the base where he was stationed.

"When you're working 13-hour days with no weekends (off), running is a good stress reliever," he said.

Once he returned to Central New York, he saw a November road race as a means of lifting awareness for Veterans Day. It also became a way of raising money for programs at the VA Medical Center in Syracuse that help men and women who suffered life-changing wounds in recent years.

Those goals drew Bergman to the race, which collected more than \$3,000 for the VA. Bergman tries to stay in shape, both as a necessity of being a deputy and to help him when he trains other Marines in the reserves. Beyond that, Sunday's event was an affirmation of where he thinks the national focus ought to be.

"I don't expect people to run around carrying an American flag or a yellow ribbon every day," he said.

"But the news about losing someone over there has gone from Page 1 news to Page 5 or Page 6."

To Bergman, that's hard to accept. Every report of another casualty makes him think of fellow Marines performing tasks that once were part of his duty. The least he can do, he said, is to appreciate what they endure each day.

"I can only speak for the Marine Corps, but I know there are Marines ... maybe they're going weeks without a shower, or a hot meal," he said. "Maybe it's been a long time since they've had a glass of cold water."

They exist in a world where safety ends once they step outside a gate, a world where insurgents plant hidden bombs along the side of the road. Those weapons might indiscriminately claim a soldier, or a farmer, or a family on a bus. Young men and women in uniform not only face the danger from those blasts; they become witnesses to what those bombs do to civilians, including children.

In 2003, just before Bergman was deployed, his wife learned she was expecting their first baby. The promise of coming home, of being here to see his child, stayed with him for every minute he was in a combat zone. Bergman, when he's with his family, never forgets. On Veterans Day, he knows many Americans serving overseas dream only of having what he has right now.

They're Page 5 news? Never to Bergman. He got up and ran the race.